

Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-12
Date of Last Change to Activities: 2012-07-20
Investment Auto Submission Date: 2012-02-27
Date of Last Investment Detail Update: 2012-02-27
Date of Last Exhibit 300A Update: 2012-08-31
Date of Last Revision: 2012-08-31

Agency: 015 - Department of the Treasury **Bureau:** 45 - Internal Revenue Service

Investment Part Code: 01

Investment Category: 00 - Agency Investments

1. Name of this Investment: Account Management Services (AMS)

2. Unique Investment Identifier (Ull): 015-000000046

Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

Account Management Services (AMS) is a strategic program that delivers improved customer support for managing taxpayer accounts by leveraging existing Internal Revenue Service (IRS) applications. As part of the 2006 Modernization Vision and Strategy process, IRS developed a strategy to use, retain, and provide real-time access to account data regardless of location in the current processing environment (CPE) or modernized data sources. Using a phased release strategy, AMS was able to validate this approach during its initial deployment in October 2007 using a service-oriented architecture implementation to access both CPE and Customer Account Data Engine (CADE). In 2009 Desktop Integration (DI) was integrated into and re-branded as AMS and the Correspondence Imaging System (CIS) became an inventory within AMS. AMS was fully deployed in December 2010 and is now in Operations and Maintenance. AMS provides multiple systems interfaces using only one computer terminal. The AMS application provides IRS employees the ability to access and update taxpayer accounts on demand, provides data presentation services to display and validate changes/updates for taxpayer accounts, facilitates management actions/activities (such as work assignments, transfers, case creation and closures, and generation of letters to taxpayer) and making case information readily available for decision making and reporting, provides the front-end applications for adjustments, penalties, interest, abatements, credit and debit transfers, name and address changes, bankruptcies, installments agreements, changes

to the automated treatment streams and many other taxpayer account-related functions required for customer service and compliance and provides the functionality to monitor taxpayer accounts for follow-up activity or deferred actions. From among the strategic goals set forth by the Treasury for fiscal years 2007-2012, AMS supports the goal of Management and Organizational Excellence. AMS decreases taxpayer burden cost-effectively and expeditiously and improves taxpayer service by providing Customer Service Representatives and other users such as Tax Examiners with the tools to access taxpayer and filer data. AMS directly supports the IRS mission to provide America's taxpayers top-quality service by helping them understand and meet their tax responsibilities and enforce the law with integrity and fairness to all.

2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.

The Internal Revenue Service faces an ongoing need to improve and modernize its tax administration processes and applications to improve the level of service provided to the nation's taxpayers. In 2006, the IRS's taxpayer facing service operations and the underlying technologies were not keeping pace with the dramatic improvements seen in the private financial services sector, and as a result were falling increasingly behind constantly increasing customer expectations. This gap was characterized by the lack of accurate up-to-date information about customers' returns, accounts, and payment history; outdated technology which made it difficult to adopt any technology-dependent best practices; and outmoded business processes handicapped employee efforts to provide top quality service. Congress enacted the Restructuring and Reform Act of 1998 (RRA98). RRA98 directed the IRS to revise its mission statement to provide greater emphasis on serving the public and meeting the needs of taxpayers. The IRS responded with several initiatives and the Modernization Vision and Strategy (MV and S) effort in 2006 revalidated the need for modernized tax administration functionality. The ability to provide immediate access to integrated account data, enable real-time transaction processing and daily account settlement is critical to improving customer service and business results. Accounts Management Services (AMS) was chartered to meet these needs. The objective to provide an integrated approach to view, access, update, and manage taxpayer accounts has been achieved. Without the integrated services that AMS provides, over 38,000 end-users in Customer Account Services (CAS)/Automated Collection System (ACS) call sites, Communications Assistance, Research and Education (CARE), Exam, Automated Under-Reporter (AUR), Taxpayer Advocate System (TAS), Appeals, and Automated Trust Fund Recovery (ATFR) would not have access to the tools they need for that level of access. Without sufficient funding, AMS resources would have to be reduced and production support and maintenance would suffer. Inadequate and untimely responses to technical problems/issues/concerns would result in excessive work stoppage and downtime for the users, thus adversely impacting Business critical AMS functionality and the quality of service the IRS provides to the Taxpayer.

3. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.

PY (2011) - Delivered modifications in support of legislative and filing season tax year changes - Added the ability to read 2D Barcodes from notice images as part of the 2D

Barcode initiative for SSN reduction - Incorporated AMS operational status reporting in the End-to-End (E2E) Monitoring initiative - Completed major COTS product software upgrades for Documentum, Brava and Kofax - Delivered changes to support the Enterprise upgrade of Internet Explorer.

4. Provide a list of planned accomplishments for current year (CY) and budget year (BY).

CY 2012 - Implement the new Daily Refund Transcript Inventory Case Processing in support of the Customer Account Data Engine 2 (CADE2) daily processing initiative - Deliver the first phase of Affordable Care Act account management and customer service changes along with filing season tax year changes - Provide application changes and support for the replacement of the Project's high-volume scanners - Complete COTS product software upgrades for Oracle database software, Business Objects Enterprise and Websphere Application Server - Complete testing and changes to support the Enterprise upgrade of Windows Operating System BY 2013 - Deliver modifications to support the Affordable Care Act and other legislative or tax year changes - Complete COTS product software upgrades as required.

5. Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.

2009-06-01

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$0.1			\$0.0
DME (Excluding Planning) Costs:	\$8.6	\$0.0	\$0.0	\$0.0
DME (Including Planning) Govt. FTEs:	\$8.6	\$0.0	\$0.0	\$0.0
Sub-Total DME (Including Govt. FTE):	\$17.3	0	0	0
O & M Costs:	\$13.9	\$6.2	\$8.9	\$9.1
O & M Govt. FTEs:	\$19.5	\$11.9	\$11.9	\$11.9
Sub-Total O & M Costs (Including Govt. FTE):	\$33.4	\$18.1	\$20.8	\$21.0
Total Cost (Including Govt. FTE):	\$50.7	\$18.1	\$20.8	\$21.0
Total Govt. FTE costs:	\$28.1	\$11.9	\$11.9	\$11.9
# of FTE rep by costs:	220	90	90	90
Total change from prior year final President's Budget (\$)		\$0.0	\$0.0	
Total change from prior year final President's Budget (%)		0.00%	0.00%	

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

The Summary of Funding reflects the enacted budget for PY (2011) with a .02% recission and a revised allocation for CY (2012) based on the FY 2011 enacted. Additionally, the project is now utilizing 90 FTEs for FY11 and 90 FTEs for BY12 at the rate of \$132,405/FTE.

Non-government FTE costs were changed to balance the budget against the allocated funding and government FTE costs.

Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
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NONE

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

The FAR-required Earned value clauses are not included in the current contracts because none of the current contracts support DME work. They support only operations and maintenance activities. If needed, the clauses will be added to the contract prior to the commencement of any contractor DME-supported activities. Contract ID TIRNO-06-D-00013-010, TIRNO-99-D-00001-0141, TIRNO-99-D-00001-0152.

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-07-20

Section B: Project Execution Data

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
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2447

Account Management Services (AMS)

AMS delivers improved customer support by leveraging legacy systems to Customer Service Representatives (CSRs), Tax Examiners (TEs) and others with the tools to access information quickly and accurately in response to complex customer inquiries.

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M)	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
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2447

Account Management Services (AMS)

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
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2447

FY 2012 Filing

Tax year 2011

2012-01-02

2012-01-02

2012-01-02

93

0

0.00%

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
	Season Release	changes and legislative updates.						
2447	2012 Midyear Release	Mid-year maintenance	2012-07-02	2012-07-02		182	-60	-32.97%

Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Accuracy of adjustments and responses to Taxpayer Correspondence. Percent of adjustments to taxpayer accounts and answers to taxpayer issues provided by correspondence units which are accurate.	percent	Customer Results - Service Quality	Over target	88.500000	89.500000	89.600000	89.600000	Quarterly
Telephone Level of Service: The percent of time that taxpayers calling IRS toll-free operations successfully reach a live assister	percent	Technology - Effectiveness	Over target	71.000000	71.000000	70.100000	61.000000	Monthly
AMS Core Application Availability - The percentage of uptime that the AMS system is available for AMS users. The AMS Core Application allows all AMS users to handle a variety of Accounts Management actions. This measure indicates the percentage of scheduled up-time that the application is available to IRS employees. This technical measure considers the	percent	Technology - Reliability and Availability	Over target	95.000000	96.000000	99.000000	96.000000	Monthly

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
application servers and the infrastructure components of the AMS Core Application.								
AMS Imaging Inventory Application Availability - The AMS Imaging Inventory is used by over 8000 users to respond to taxpayer correspondence. This measure indicates the percentage of scheduled up-time that the application is available to customer service representatives. This technical measure considers the availability of the application servers, workflow system and content management system components of the Imaging Inventory.	Percentage	Customer Results - Timeliness and Responsiveness	Over target	95.000000	96.000000	99.000000	96.000000	Monthly
AMS Databases Availability - This technical measure indicates the percentage of scheduled up-time of the four AMS databases that provide the data needed by AMS users.	Percentage	Technology - Reliability and Availability	Over target	95.000000	96.000000	99.000000	96.000000	Monthly